

A mature leader, Colleen is seeking a full time opportunity in a new field.

HIGHLIGHTS OF QUALIFICATIONS

- 6 years office experience scheduling 500+ employees daily while performing office Admin and HR Functions.
- 1 year of experience in a Healthcare setting
- Able to work under pressure, in high volume and stressful environments with tight deadlines.
- 8+ years experience with Google Suite & 3 years with Microsoft Word, Excel and Teams. Keyboard Skill of 50 wpm
- 10+ years of experience working courteously with the public
- Excellent Oral and Written communication skills: Fluent in English, Conversational French
- Efficient interpersonal skills: Accurate, Attention to detail, Decisive, Driven, Considerate, Proactive, Reliable, Organized, Fast Learning, and able to learn new software systems quickly.
- Class 4 Drivers Licence & Own Vehicle - First Aid Level 1- FoodSafe 1- Serving it Right
- Enrolled in an Administrative Assistant Certificate Program (Evenings); Expected Completion December 2024.

SELECTED WORK EXPERIENCE

Labour Coordinator

Crew Call Services Inc., Burnaby, B.C. (*Exclusive Labour supplier for Riggitt Services Inc.*)

November 2017–February 2024

- Ensure that the booking spreadsheet is accurate and up to date by scheduling crew to fill vacancies
- Using computer based systems to book up to 500 workers per day for casual shift work.
- Communicating and confirming any shift changes with the crew in a timely manner.
- Identify current and future staffing needs and manage recruitment, hiring, discipline and terminations.
- Develop and maintain crew policy (recruitment, retention, training, incentive).
- Participate in weekly operations meetings and provide feedback on events.
- Maintain Crew contact information, training, certificates, roster lists and crew data to ensure accuracy; Coordinate and track crew training opportunities.
- Create and distribute timesheets; Ensure all actual hours information is collected and recorded.
- Create and submit payroll reports (weekly). Followed up with Crew for Late, No Shows, Bails etc.
- Performed Data Entry and Assembled data/ prepared periodic special reports and manuals
- Took on the unofficial role of “safety admin”; tracking injuries, near miss events and completing paperwork for related WorksafeBC claims. Revitalized the Joint Health and Safety Committee and spearheaded safety awareness projects which resulted in the reduction of the injury rate each year.

Contact Tracer Assistant- COVID-19 Response

PHSA- BC Centre for Disease Control, Vancouver, B.C.

(Worked while on furlough from Crew Call Services Inc. due to the Pandemic)

October 2020- September 2021

Assisted the BCCDC and then tasked to Northern Health for the below tasks:

- Contacting Covid-19 positive members of the public, to complete an initial interview with empathy, and gather appropriate information to prevent further spread of the disease.
- Inform named contacts that they have been exposed to COVID-19 and provide information on what actions should be taken.
- Enter information into a computerized client information database (CMOIS) to update existing files.
- Maintaining and creating client charts, ensuring information is correct/accurate and entered into the relevant and required sections for review by other healthcare professionals.
- Using a call center switchboard system (Genesys) to answer the Covid-19 results phone line: providing

- results to clients and transferring calls to supervisors or connecting with interpreters when needed.
- Inputting client information, interactions, and results in the Red Cap computer database.
- Provide information about basic infection control practices and available community resources.
- Promoted to Team lead for the vaccine appointment booking project.

Community Services Assistant 3- Theatre Technician

City of Surrey, Surrey, B.C.

Aug 2017- October 2018

- Facilitated all aspects of technical production work at 3 city owned venues.
- Assisted with a variety of ongoing maintenance projects
- Provided production support for the Surrey International Children's Festival.

Theatre & Event Stage Manager and Theatre Technician

Self Employed, Metro Vancouver, B.C.

August 2005- 2017

- Set up and organization of the Rehearsal Room(s)
- Attending Production Meetings and Communicating with stakeholders
- Recording all script notes and sending daily rehearsal reports to stakeholders
- Managing Technical Rehearsals; Training Apprentice Stage Managers, Supervising Backstage Crew and/or co-ordinating repairs done on the set, costumes and properties
- Working with Front of House Management to ensure guest satisfaction
- Calling/Running of every show; Nightly Reporting to management
- Trouble shooting on the go; Ensuring the safety of everyone on site and that the director's vision remains the same while the show is in progress.
- Hang and focusing of lighting equipment; Basic Sound knowledge and able to run an analog console
- Basic carpentry, electrical, painting and sewing; including wig and costume changes/maintenance.
- 5 years experience working on Cruise Ships, including Dry docks/show launches (Carnival Cruise Lines)

Customer Service Clerk and Cashier, Head Cashier, Account Sales

Rona Home Centre, North Vancouver & Burnaby, B.C.

August -December 2020 (Burnaby, Store #127)

April 2002- January 2011 (North Vancouver, Store #174)

- Balancing Main Floats, Processing Bank Deposits & Coin Ordering/Receiving accurately
- Computerized Sales, Merchandise Returns, Commercial Account Sales; Accurate cash handling skills
- Lead Trainer for cashiers and customer service clerks while working in North Vancouver
- Interacting with and Directing customers to specific items. Problem Solving projects for customers

EDUCATION

Capilano College (University) - *Diploma in Technical Theatre*

North Vancouver, B.C. Canada

September 2003 - April 2005

École Argyle Secondary School - *Dual Dogwood Diploma (French & English)*

North Vancouver, B.C. Canada

September 1998 - April 2003

REFERENCES

References are available upon request.